



HOW TO CORRECT YOUR CASH FOR APPLIANCES REBATE APPLICATION

If you received a POSTCARD about your submitted rebate application, please refer to the needed action steps below to complete your rebate application.

MESSAGE ON POSTCARD	DESCRIPTION	NEEDED ACTION
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MISSING DOCUMENTS:

Missing Application for Rebate Form	The materials that we received did not include a Complete Rebate Application form . Application for Rebate forms can be downloaded at: www.cash4appliances.org/consumers/Rebate-Form.pdf	<p>A complete application for a California Cash for Appliances Rebate must contain: 1) a Complete Application for Rebate form; 2) a complete Certificate of Recycling/Demanufacturing form for the old appliance model of the same type 3) a copy of the purchase receipt OR an original rebate receipt for the new appliance model; 4) a copy of your most recent utility (service) bill or ID document dated 90 days or less from the appliance purchase date 5) an original EnergyGuide label, UPC label or confirmation of delivery. If your submitted application package is missing one or more of the required documents, you must provide the needed materials to complete your application and be eligible to receive a rebate. Required materials along with your postcard must be sent to:</p> <p style="text-align: center;">California Cash for Appliances ATTN: Exceptions Department P.O. Box 12150 La Crescenta, CA 91224</p> <p><u>You must send your POSTCARD with the additional requested materials.</u> The postcard contains your unique tracking number and is needed to match your new materials with your existing file.</p> <p>A blank Application for Rebate, if needed, can be downloaded here: www.cash4appliances.org/consumers/Rebate-Form.pdf. A new Certificate of Recycling must be requested from the company or group that received your old appliance.</p> <p>Note that <u>your submitted Energy Guide label or UPC label MUST BE ORIGINAL.</u> If you do not have or can not get the original, you will need to contact your retailer and ask for a <u>Confirmation of Appliance Delivery letter.</u></p> <p>Questions can be answered by our toll-free hotline at 1-888-390-4034.</p>
Missing Certificate of Recycling Form	The materials that we received did not include a Certificate of Recycling form . A Certificate of Recycling must be requested from the company or group that received your old appliance for recycling (i.e., retailer, utility, local government, or certified appliance recycler).	
Missing Energy Guide from new appliance or confirmation of receipt of appliance	The materials that were received did not include an original Energy Guide label, UPC label, OR document confirming appliance delivery from your retailer.	
Missing Sales Receipt from appliance purchased	The materials that were received did not include a copy of your sales receipt showing the purchase of your new appliance. On-line purchases are not eligible for a California Cash for Appliances rebate.	
Missing a valid utility bill or other proof of residency	The materials that were received did not include a copy of a recent utility bill or other document that could verify your California residential address. The name and address on the utility bill or ID document must match the information provided on the rebate and recycling forms.	

MISSING INFORMATION:

Retailer information was not complete	A portion of the retailer's information was missing. For example, a name was given without an address, an address was given without a name, or the address given was not complete.	<p>If your application was not complete and is missing required information on the Application for Rebate or Certificate of Recycling forms, your application can not be processed. You must provide this required information to be eligible for a rebate. You will need to submit a fully completed copy of the forms (complete with signature) for your application to be processed. A blank Application for Rebate, can be downloaded here: www.cash4appliances.org/consumers/Rebate-Form.pdf. A new Certificate of Recycling must be requested from the company or group that received your old appliance.</p> <p>Your information <u>and</u> your postcard should then be sent together to the following address:</p> <p>California Cash for Appliances ATTN: Exceptions Department P.O. Box 12150 La Crescenta, CA 91224</p> <p><u>You must send your postcard with the additional requested materials.</u> The postcard contains your unique tracking number and is needed to match your new materials with your existing file. Questions can be answered by our toll-free hotline at 1-888-390-4034.</p>
Missing the new appliance type	The new appliance TYPE (clothes washer, refrigerator, room air conditioner) was not entered on the Application for Rebate, or was illegible.	
Missing the new appliance brand	The new appliance BRAND was not entered on the Application for Rebate, or was illegible.	
Missing new appliance model number	The MODEL NUMBER of the new appliance was not entered on the Application for Rebate, or was illegible.	
Missing new appliance serial number	The Serial Number of the new appliance was not entered on the Application for Rebate, or was illegible.	
Missing appliance purchase price	The PURCHASE PRICE of the new appliance was not entered on the Application for Rebate, or was illegible. If the unit was purchased as part of a set and the individual price is not known, the price for the set as shown on the sales receipt can be entered for this field.	
Missing appliance purchase date	The DATE that new appliance was purchased was not entered on the Application for Rebate, or was illegible.	
Missing the Recyclers CAR # on Certificate of Recycling Form	The Certified Appliance Recycler number or code representing the company receiving the old appliance was not entered on the Certificate of Recycling, or was illegible.	
Missing the recycled appliance type	The TYPE of the old appliance (clothes washer, refrigerator, room air conditioner) was not entered on the Certificate of Recycling, or was illegible.	
Missing the recycled appliance brand	At least one element must be provided for the old appliance model (either the brand/make, model number, serial number, or age). It is acceptable to enter "Unknown" into some of the fields, but a form for which all fields are "Unknown" or blank cannot be accepted.	
Missing old appliance make or model number		
Missing the Date of Recycling	The DATE that the old appliance was surrendered to the receiving company was not entered on the Certificate of Recycling, or was illegible.	

**INCORRECT
INFORMATION:**

Address on Certificate of Recycling does not match the Rebate Form	The Buyer Information (name and address) on the Application for Rebate does not match the Buyer Information (name and address) on the Certificate of Recycling. The application must show that a single person met all eligibility criteria and performed all needed actions for that person to be awarded a rebate.	You will either need to submit a new Certificate of Recycling showing your residential address or, if you believe that your Application for Rebate is in error, you will need to fully fill out and re-submit a new Application for Rebate showing your correct residential address.
Forms must be filled out with a valid physical address, no PO Box's	P.O. Box addresses are not valid for proving California residency or indicating where the purchased appliance is installed. The physical address where the appliance is installed must be the address shown on the application.	You will need to completely fill out a new Application for Rebate form and enter your physical residential address into the Buyer Information section. If you are not able to receive mail directed to your residential address (for example, you live in a rural area without mail delivery), you will need to arrange for mail forwarding so that mail sent to your residential address is forwarded to your P. O. Box. Visit the website for complete information on how to re-submit your application at: www.cash4appliances.org/consumers/index.html
Recycled appliance type must match appliance purchased type	The type of appliance shown on the Proof of Recycling form was not the same as the type of appliance purchased. The appliances must be of the same type: for example, you must buy a new clothes washer and recycle an old clothes washer to be eligible for the clothes washer rebate.	<p>You will either need to submit a new Certificate of Recycling form showing that an appliance of the same type that you purchased has been recycled, or you will need to submit a new Application for Rebate, sales receipt copy and original Energy Guide/UPC label for an appliance of the same type that you recycled.</p> <p>If you have applied for a rebate for more than one appliance type and believe the recycling forms may have accidentally gotten swapped (meaning you have received two or three postcards noting the same issue applies to more than one of your rebates), please send (in one package) ALL postcards along with any other corrections and a letter explaining what you believe has taken place, so that we can review the application files.</p>
The CAR Number provided was not valid.	The Certified Appliance Recycler number entered on the Certificate of Recycling is either illegible or incorrect (not a number associated with the company named as the receiver or recycler).	The number provided must match the certification number of the Certified California Recycler or the Retail Partner listed on the recycling form. Contact the recycler or program partner that recycled your old appliance and obtain their correct number. Submit this corrected number along with your postcard as directed below. Be sure to include your postcard.
The purchase receipt provided does not match information on Application for Rebate Form	The purchase date and/or purchase location found on the sales receipt does not match information provided on the Application for Rebate.	You will need to completely fill out a new Application for Rebate and correctly identify the retailer, the retail location and the date of purchase of your new appliance. The new application can be sent to by following the steps on our website at: www.cash4appliances.org/consumers/index.html
The utility bill provided did not match information on forms	The utility bill needs to match the name and address that was provided on the application and recycle form.	You will need to submit a copy of a bill or document that verifies your name and residential address present on your Application for Rebate. If you believe the address on the Application for Rebate is in error, you can completely fill out and submit a new Application for Rebate form. Any new materials can be sent to us by visiting the website at: www.cash4appliances.org/consumers/index.html
Utility Bill or proof of residency documents date does not meet requirements or was not provided	Dates on utility bill or proof of residency documents are outside the required 90 days of purchase of the new appliance.	You will need to submit a copy of a different bill or document that verifies your residential address and is dated within the last 90 days. A bill or document that does not bear a date will not be able to be accepted. Any new materials can be sent to us as shown below.

For all of the above concerns, you can send the needed materials **along with your postcard** to this address:

California Cash for Appliances
ATTN: Exceptions Department
P.O. Box 12150
La Crescenta, CA 91224

You must send your postcard with the requested additional materials. The postcard has a tracking number that is needed to match your new materials with your existing file.

Questions can be answered by our toll-free hotline at 1-888-390-4034.

MISSING SIGNATURES

Rebate form was not signed	An Application for Rebate was received, but it was not signed.	<p>If either your Application for Rebate or Certificate of Recycling was unsigned, or was signed by the wrong person, you will need to submit a fully completed copy of the form with the correct signature. A blank Application for Rebate, if needed, can be downloaded here: <u>www.cash4appliances.org/consumers/Rebate-Form.pdf</u>. A new Certificate of Recycling must be requested from the company or group that received your old appliance.</p> <p>Once completed and signed, you can send the form(s) along with your postcard to this address:</p> <p>California Cash for Appliances ATTN: Exceptions Department P.O. Box 12150 La Crescenta, CA 91224</p> <p><u>You must include your postcard with your additional materials.</u> The postcard has a tracking number that is needed to match your new materials with your existing file. Questions can be answered by our toll-free hotline at 1-888-390-4034</p>
Signature on the Rebate Form must match that of the rebate applicant	An Application for Rebate was received, but the signature is not the person whose name is shown in the Buyer's Information section of the form.	
Recycling Certificate was not signed by approved Recycling Company Rep	A Certificate of Recycling was received, but either it was unsigned or the signature was not the person receiving the appliance. Note that it is the person taking the appliance to be recycled that should sign this form, not the rebate applicant.	

INELIGIBILITY MESSAGES

Offer is valid only on purchases made after 4/22/2010	The application shows that the appliance was purchased before the start of the rebate program, and is therefore not eligible for the rebate.
Offer valid only for California residents	The rebate application was for a residence located outside of California. Non-California residents are not eligible for the California Cash for Appliances rebates.
Offer only valid for purchases made at California retailers	The application states that the purchase was made out of state, or was an online purchase. Purchases must be made at a physical California location - no online or out of state purchases are eligible.
Postmark must be within 120 days of purchase date	The rebate application must be submitted within 120 days of the purchase of the new appliance, as shown by the postmark on the delivered application package.
Appliance type was not an approved type	The application states that a rebate is requested for an appliance other than a refrigerator, clothes washer, or room air conditioner.
Offer is not valid for the type of appliance purchased	
Brand was not an approved brand type	The brand shown for the purchased appliance did not match any of the brands listed on the Qualified Model List for that type of appliance.
The model number provided was not an approved model	The model number shown for the purchased appliance did not match the model numbers found in the Qualified Model List for that type of appliance.

Information you provided indicates that you do not meet the requirements for a California Cash for Appliances rebate. If you believe the information provided was incorrect, please provide corrected documentation showing that the listed requirement has been met. A blank Application for Rebate, if needed, can be downloaded at: www.cash4appliances.org/consumers/Rebate-Form.pdf. A new Certificate of Recycling form must be requested from the company or group that received your old appliance. The corrected documentation must be submitted **along with your postcard** to this address:

California Cash for Appliances
ATTN: Exceptions Department
P.O. Box 12150
La Crescenta, CA 91224

You must include your postcard with your additional materials. The postcard contains your unique tracking number and is needed to match your new materials with your existing file. Questions can be answered by our toll-free hotline at 1-888-390-4034.